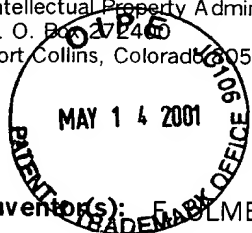


HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 12460  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 20990041 US



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): F. ULMER, et al.

Serial No.: 09/760,099

Examiner: Not Yet Assigned

Filing Date: January 11, 2001

Group Art Unit: NYA

Title: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR PROVIDING A REMOTE  
SUPPORT SERVICE

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

- ☒ under 37 CFR 1.97(b), or  
(Within three months of filing national application; or date of entry of national application; or before  
mailing date of first office action on the merits; whichever occurs last)
- ☐ under 37 CFR 1.97 (c) together with either a:  
☐ Statement under 37 CFR 1.97(e), or  
☐ a \$240.00 fee under 37 CFR 1.17(p), or  
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- ☐ under 37 CFR 1.97 (d) together with a:  
☐ Statement under 37 CFR 1.97(e), and  
☐ a petition under 37 CFR 1.97(d)(2), and  
☐ a \$130.00 petition fee set forth in 37 CFR 1.17(i).  
(Filed after final action or notice of allowance, whichever occurs first, but before payment of the issue fee)

Please charge to Deposit Account **08-2025** the sum of \$0.00. At any time during the  
pendency of this application, please charge any fees required or credit any overpayment to Deposit  
Account **08-2025** pursuant to 37 CFR 1.25.

☒ Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Citation together with  
copies, of patents, publications or other information of which applicant(s) are aware, which applicant(s)  
believe(s) may be material to the examination of this application and for which there may be a duty to  
disclose in accordance with 37 CFR 1.56.

☐ A concise explanation of the relevance of foreign language patents, foreign language publications  
and other foreign language information listed on PTO Form 1449, as presently understood by the  
individuals(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the  
attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign  
patent office in a counterpart foreign application, an English language version of the search report or  
action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and  
is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

Respectfully submitted,

F. ULMER, et al.

By

Paul D. Greeley

Attorney/Agent for Applicant(s)  
Reg. No. 31,019

Date: May 11, 2001

I hereby certify that this correspondence is being  
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